



CABINTEELY FOOTBALL CLUB



COMMUNICATION & ESCALATION POLICY

**Parents | Players | Coaches | Volunteers |
Club Staff**



Welcome to Cabinteely Football Club.

At Cabinteely FC, we are committed to providing a positive, safe and enjoyable environment where every player has the opportunity to develop both as a footballer and as a person.

Strong communication is fundamental to achieving this. This policy has been developed to ensure that parents, players, coaches, volunteers and Club staff understand how communication should take place throughout the Club.

By following the communication pathways outlined within this handbook, we aim to ensure that all questions, concerns and issues are dealt with in a respectful, consistent and professional manner by the appropriate member of the Club structure.

This approach allows our coaches to focus on player development while ensuring that every family knows exactly who to contact and how issues will be managed.

OUR COMMITMENT

Providing a safe, inclusive and positive football environment.

Treating all players, parents, coaches and volunteers with respect.

Promoting open, honest and professional communication.



Resolving concerns fairly and efficiently.

Supporting the long-term development of every player.

Creating a positive experience for everyone involved in the Club.

PURPOSE OF THIS DOCUMENT

This handbook explains the Club organisational structure, who to contact when an issue arises, the responsibilities of parents, coaches and Club staff, how concerns should be escalated, and the communication pathway that should always be followed.

WHO THIS POLICY APPLIES TO

- **Parents & Guardians**
- **Players**
- **Team Managers**
- **Coaches**
- **Lead Phase Coaches**
- **Age Group Coordinators**
- **Volunteers**



- **Club Administration**
- **Head of Coaching**
- **Director of Football**

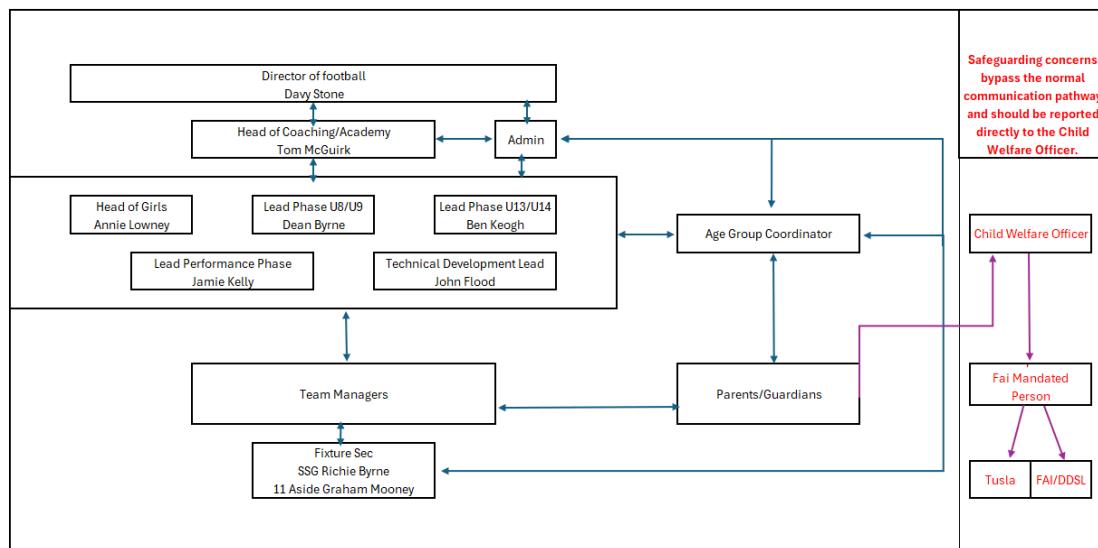
OUR EXPECTATION

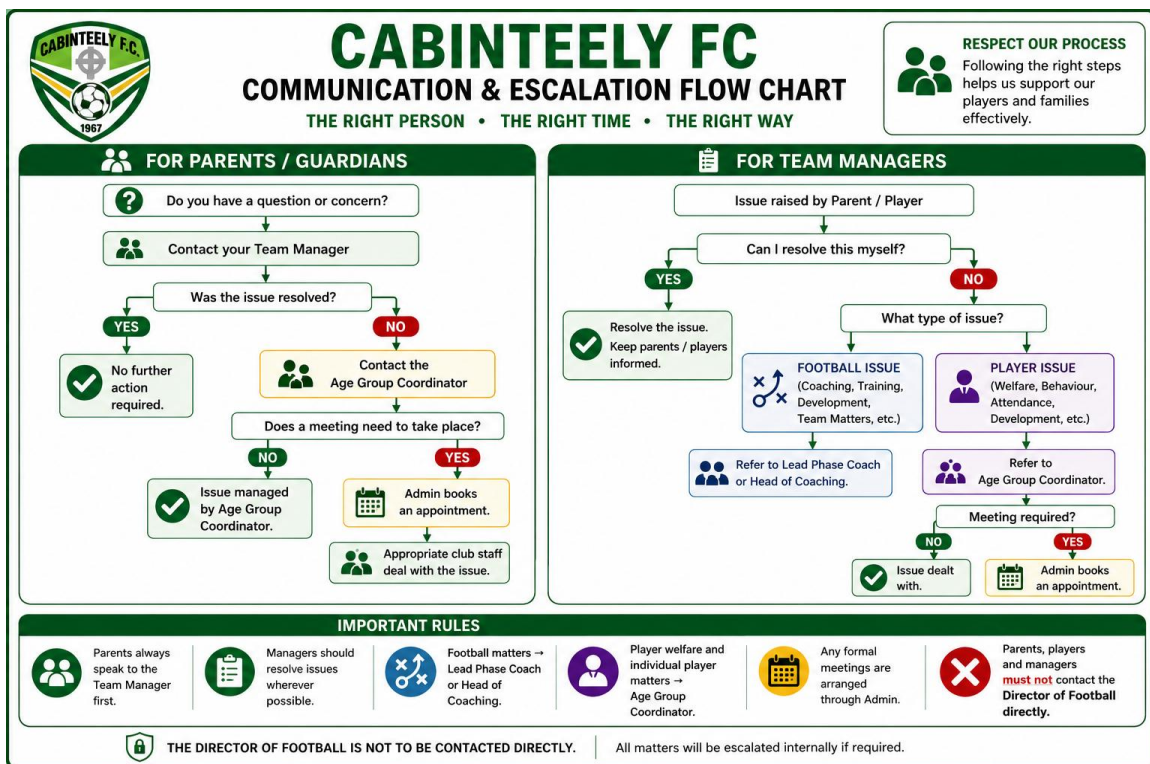
Every member of Cabinteely FC plays an important role in maintaining a positive football environment. We ask all members to respect the communication structure contained within this handbook and to follow the appropriate pathways when raising questions or concerns.

By working together with respect, professionalism and a shared commitment to player development, we can continue to provide the best possible Club experience for every player and family.



Cabinteely FC – Communication Structure







Communication & Escalation Procedure

To ensure all queries are dealt with fairly, efficiently and by the appropriate person, all members are asked to follow the communication structure below.

1. Parent / Guardian Communication

- Parents/Guardians must contact their Team Manager as the first point of contact for any question, concern or issue.
- Parents should not contact coaches, Lead Phase Coaches, the Head of Coaching or the Director of Football directly in the first instance.

2. Escalation by Parents

- If an issue cannot be resolved with the Team Manager:
- The Team Manager will advise the parent to contact the Age Group Coordinator, or
- The Parent/Guardian may contact the Age Group Coordinator directly if the matter remains unresolved.
- The Age Group Coordinator will review the issue and, where necessary, request that Admin(office@cabinteelyfc.ie) arranges an appointment with the appropriate member of the coaching structure.



3. Football Related Matters

Examples include:

- Coaching methods
- Playing philosophy
- Training sessions
- Match preparation
- Team development

These matters should be referred by the Team Manager to either:

1. The relevant Lead Phase Coach, or
2. The Head of Coaching & Academy.

4. Player Welfare & Individual Player Matters

Examples include:

- Player concerns
- Behaviour
- Attendance
- Development pathway
- Parent/player relationships
- Welfare matters

These should be referred to by the Team Manager to the Age Group Coordinator.



5. Child Welfare & Safeguarding

Cabinteely FC is fully committed to providing a safe and positive environment for every child participating in football.

Any concern relating to the welfare, safeguarding or protection of a child must not follow the normal communication pathway outlined within this handbook.

Examples include:

- Child safeguarding concerns
- Allegations of abuse or neglect
- Inappropriate behaviour towards a child
- Bullying or cyberbullying
- Concerns regarding the welfare or safety of a child
- Any matter covered under the FAI Safeguarding Policy
- Reporting Procedure

Any child welfare or safeguarding concern should be reported immediately to the Club's Child Welfare Officer (CWO).

If the concern relates to the Child Welfare Officer, or if the matter cannot be dealt with at club level, it should be referred directly in accordance with the Football Association of Ireland (FAI) Safeguarding Policy.

All safeguarding concerns will be managed confidentially and in line with current FAI safeguarding procedures.



6. Chairperson

The Chairperson has overall responsibility for the governance of Cabinteely FC and may become involved in matters relating to club governance, discipline or appeals where appropriate.

The Chairperson is not part of the routine communication pathway for football or player-related matters.

7. Director of Football

The Director of Football is not part of the day-to-day communication pathway and should not be contacted directly by parents, players or team staff.

All matters should follow the communication structure shown in the organisational chart. If required, the **Director of Football** will become involved through the appropriate internal channels.

8. Key contacts

Please see link below for all contacts

<https://cabinteelyfc.ie/club-contacts/>



9. Respecting the Process

Following this communication pathway ensures:

- Issues are dealt with by the appropriate person.
- Responses are consistent and timely.
- Coaches can focus on player development.
- Parents receive the correct support.
- Escalations are handled fairly and professionally.

Please always respect the communication structure. Bypassing the process may result in delays in resolving your query.



This document should be read in conjunction with the Club Constitution, Codes of Conduct, and the Football Association of Ireland's current Safeguarding Policy.

Issued by Cabinteely FC Academy

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